

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Program Aide
Department:	Worker Resource Program (WRC)
Supervisor:	WRC Program Manager
FLSA:	Full Time/Hourly/Non-Exempt
Salary Range:	\$15.00 per hour

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards a status of self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

The Worker Resource Center hereafter noted as WRC, is a Samaritan House Program where the community comes together for those seeking workers and for those seeking work. Under the supervision of the WRC Program Manager the Program Aides will assist with the oversight and delivery of the day to day activities and services provided to the Agency's WRC Clients. This positions will assist with ensuring a safe and secure work environment for all Samaritan House constituents. This position requires a candidate who can successfully deliver excellent client service and exercise good judgment with a compassionate positive attitude while managing a population of clients who may be experiencing difficult life events such as unemployment, homelessness, addiction recovery, health issues and or poverty. Included in the responsibilities are assisting the WRC Manager with any maintenance of our facilities and surrounding property, ensuring the program operates within the scheduled hours, and ensuring the program is running according to any Funder requirements along with Federal, State, County, Municipal, Industry and Agency regulations and policies. There are two main areas of the Program Aides essential job functions. Every Program Aide must follow through with client service and administrative responsibilities of their job in a timely fashion. Data entry and reporting are an administrative function of this position and candidates are expected to enter client data into our Clarity Database System for tracking, evaluation and reporting of program data.

JOB QUALIFICATIONS AND REQUIREMENTS

Please note our preferred and in some cases required qualifications for this position:

Education and Certifications- GED required. Some college is helpful. Associate Degree from community college in Business Administration, Non-Profit management, Human Services or related field. In some cases related and comparable work experience and related industry certifications may be considered in lieu of education requirements.

Experience-

- Two year experience providing excellent customer service in both English and Spanish. Experience translating regularly.
- Two year experience with nonprofit social service work working with people of very diverse backgrounds including populations of people who are experiencing long term unemployment, poverty, homelessness, recovery from addiction and mental health challenges.
- Two year experience working with teams and ability supervise groups of program participants
- Knowledgeable with trades such as construction, landscaping and general handyman work.

Skills and Expertise -

- Excellent Clear Communication Skills- Must be Bilingual and Bicultural English and Spanish. Must be able to read, write and speak both languages at an excellent level of proficiency. The ability to present information in small or large group settings to constituents. Ability to communicate and interpret center policies and procedures and any needed educational materials effectively.
- Excellent Computer Proficiency- experienced with all programs in Microsoft Office Suite and Windows-based operating systems; ability to learn new computer databases. Familiarity with HMIS, Clarity and related data entry is highly desirable. Strong and timely data entry, management, analytical and reporting skills.
- Excellent Professionalism, Attitude and Boundaries- Clear understanding of professional boundaries with all constituents required. As well as the ability to role model effective professional behavior. When dealing with difficult constituents, ability to deliver excellent professional service. Ability to maintain a positive attitude and approachable demeanor. Adaptable to an ever changing environment.
- Excellent interpersonal and emotional intelligence skills- Must be able to regularly interact compassionately, effectively and empathically with all constituents experiencing various states of tension. Must be able to maintain and build relationships with new and current constituents. Ability to work independently and with teams.
- Excellent Judgment, Ethics and Integrity- Ability to conduct all business within agency values, professionalism, high level of ethics, tact, diplomacy and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required. Demonstrated ability to be dependable and trustworthy.
- Excellent administrative, adaptive and organizational skills- Strong attention to detail and ability to produce excellent and timely quality work is required. Ability to successfully multi-task, prioritize, and organize work in a fast paced and ever changing work environment. Ability to meet deadlines and manage time effectively. Excellent record keeping skills.
- Compliance- Must have understanding and ability to comply with complex industry, OSHA, governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance and shelter compliance efforts and activities.
- Excellent Initiative and ability to proactively identify challenges-Must have a solutions based and resourceful approach to challenges. Must be able to manage and de-escalate problem situations successfully. Excellent ability to work independently and to successfully collaborate with others. Ability to identify and resolve issues without direction when needed.
- Candidate must be able to occasionally travel between the Agency's various sites as needed; valid CA driver's license, proof of insurance, good driving record and a registered vehicle preferred.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as the program necessitates and as assigned.

ESSENTIAL FUNCTIONS OF THE POSITION

1. Perform Program Duties for the WRC including but not limited to:

- Assisting the WRC Program Manager in the general oversight of program activities and day to day operations including client management, community staffing, program schedule, troubleshoot and manage program issues, ensuring appropriate and timely operations and community collaborations as assigned.
- Deliver Excellent Client Services in a compassionate values driven manner at all times.
- Answer phones and provide general reception and customer service to the WRC Program's front desk.
- Assist with the development and implementation of orderly and unbiased systems to coordinate the placement of WRC clients with prospective community employers seeking workers.
- Role Model and exhibit professional behaviors to clients including but not limited to reliable attendance, positive professional attitude, proactive resourceful thinking, values driven work standards, appropriate conduct
- Support and guide volunteers as assigned and as needed. Ensure timely communication and feedback is delivered to WRC Manager when experiencing a struggling volunteer.
- Assist the WRC Manager and perform any oversight, maintenance duties, janitorial work and upkeep of the WRC Facilities and surrounding properties.
- Establish, maintain and coordinate any external relationships as appropriate and as assigned. Coordinate with City and appropriate staff as needed to ensure the WRC facilities and surrounding neighborhoods are clean and safe.
- Assist WRC Manager in coordinating with community businesses, operators and residents in surrounding neighborhoods to ensure any potential issues are addressed appropriately and timely.
- Stay abreast of current, new and innovative trends in the Day Labor Service Field.
- Communicate client issues to WRC Manager within 24 hours or asap.
- Ensure a safe work and program environment free of hazards or liability problems. Proactively identify any issues and report them to the WRC Manager or if the situation lends itself take appropriate action. Example- remove identified trip hazards.
- Record in kind donations received at the WRC and follow in kind donation policies and procedures as needed. Report any unauthorized removal of donations by staff and or volunteers.
- Ensure the program opens and closes as scheduled, on time.

2. Perform Administrative and General Duties– including but not limited to:

- Perform daily data collection of client information, maintain any logs for program or client chores rosters.
- Maintain current record keeping and client files as assigned. Ensure timely record keeping.
- Perform daily data entry of collected client information into the Clarity Database System.
- Perform any reporting as requested including providing data for key indicator report, misc. assigned reports.
- Assist with any data projects and reporting as assigned.

- Assist with establishing and maintaining successful relationships with various constituents including peer level collaborations, Senior Management Team, Volunteers, and External Community Partners. Serve as a liaison between clients and other agencies or internal agency programs.
- Assist WRC Manager with enforcement and compliance with Agency policies, procedures, contract regulations, and any government regulations at all levels. Provide timely, constructive and effective communication to supervisor. Report any identified issues including but not limited to staff problems, client problems, safety and liability issues, schedule changes and any other challenges that could affect the Agency.
- Provide feedback for staff, clients, and volunteers not under this positions supervision as needed. Any communications to clients, volunteers, external or internal constituents or staff should be managed with advance WRC Manager Approval prior to speaking with them. Provide recommendations for policy/procedural changes for client intake services.
- Provide active support to Directors, case managers, program staff and volunteers present
- Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization.
- Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituent.
- Represent the organization in a professional and courteous manner at all times internally and externally.
- Report and complete any necessary incident reports or on the job injuries within 24 hours. Review the incident report(s) and discuss with Supervisor, as needed.
- Attend trainings and meetings as assigned including, but not limited to, department meetings, all staff meetings, and meetings with other service providers or partner agencies in the community as required.
- Other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE

Director of Human Resources

4031 Pacific Blvd San Mateo, CA 94403

E-mail: hr@samaritanhouse.com Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*